

## **Lessons Learned**

***Roberta D'Amico, Fire Management Program Center***

*Note: The original presenter was unable to attend due to a family emergency, therefore, the group held a general discussion regarding the Fire Communications and Education Program.*

Lessons Learned is a system used by many large organizations as a successful way to measure best business practices, document success stories and to improve organizational development. The Fire Education and Prevention group decided this was a good method to gauge the success and challenges of their second year of operation. The ensuing discussion touched on several different topics, which are highlighted below.

General discussion included:

### **Supporting multiple parks within a region**

Jim Whittington asked if other team members had difficulty in defining whom they support or how many parks they are responsible for.

Others said there was confusion about regional positions versus multiple park positions and that they did not know if they should refuse to support other parks or work with them to find someone who could take on the Fire Education Prevention role.

Roberta said the PDs were specifically meant to be flexible, but that each position needed to work with their supervisor to define their job and to develop an annual work plan with clear goals and directions.

Scott Sticha recommended visiting surrounding parks to meet face to face with relevant personnel to discuss possible roles and to try to work out a satisfactory relationship where both parties knew the boundaries.

Morgan Miller noted that two Alaska parks, Denali and Yukon Charley, evaluate requests for help from other Alaska parks on a case-by-case basis and that they often try to enable someone in that park to help out.

Roberta suggested having workshops in each region that would accommodate all parks in facilitating and educating the parks about the Fire Communication and Education positions.

Marty O'Toole said that FMOs, Fire GIS positions and Fire Ecologists were also suffering the same dilemma of unclear roles. Morgan said maybe the various positions in the fire offices that could share the load when it came to requests from neighboring parks.

Jim Whittington asked how could you say no to these requests to which Roberta said maybe the PWR and IMR should meet to discuss the issue. She suggested taking the problem to them and then proposing a solution with which people could live.

## **Committee involvement, NPS representation**

Dave Eaker said he was attending a number of fire-related committees and that some were not practical, but that he felt his NPS presence was important. Others agreed noting with all the interagency focus these days it was important to have a NPS presence.

Morgan suggested prioritizing those committees that were beneficial or critical and then stepping back from others, making it clear that you wanted to attend, but that active participation might not always be possible.

Roberta suggested finding other NPS staff that might be able to sit on these committees.

Roberta said that some time soon she would like to have a discussion with the group about career development and how they could cultivate the positions and help people become more a part of management. When she asked if the team felt a part of the park management team, the answer was a resounding no, but that they did feel a part of the park's fire teams. Roberta encouraged them to interject themselves into more management operations and to knock on doors to make sure people knew who they were and what they could do for the park's program and management operations.